

Are We There Yet?

Using a Modified Post Occupancy Evaluation to Assess Space
Renovation

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Southeastern Library Assessment Conference

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About Us

- 2 Campuses
- 22, 000 Students
- Primarily Undergraduates
- 3 Professional Schools (Law, Medicine, & Dentistry)
- 7 libraries

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About Ekstrom

- Largest library on main campus
- Centrally located
- Built in 1981
- New wing in 2006
- Spaces redesign

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Pre-Renovation Assessment

- Focus Groups
- Survey
- Observations
- Whiteboards
- Charrettes

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Renovation Goals

- Cater to individual and group study needs
- Aesthetics
- Wayfinding
- Service alignment
- Technology & Printing Support

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Typical Post Occupancy Evaluation

- Who's involved?
 - Designers
 - Contractors
 - Employees
 - Management
- Criteria:
 - Occupancy
 - Aesthetic and Image
 - Space
 - Comfort
 - Amenity
 - Serviceability
 - Adaptability
 - Durability
 - Operational Cost
 - Life-Cycle Cost
 - Strategic Value

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Modified Post Occupancy Evaluation

- Who's involved?
 - Designers
 - Contractors
 - Employees
 - Management
 - (Users)
- Criteria:
 - **Occupancy**
 - **Aesthetic and Image**
 - **Space**
 - **Comfort**
 - **Amenity**
 - Serviceability
 - Adaptability
 - Durability
 - Operational Cost
 - Life-Cycle Cost
 - Strategic Value

METHODS

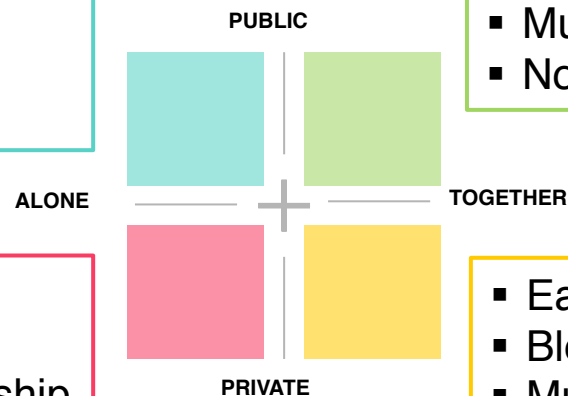
OBSERVATION

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- Focused work > dyads & triads
- Flexible/self-customizable
- Quick access to tech/print
- Support postural change

- Impromptu collaboration & teaching
- Multipurpose, adaptable
- No barriers



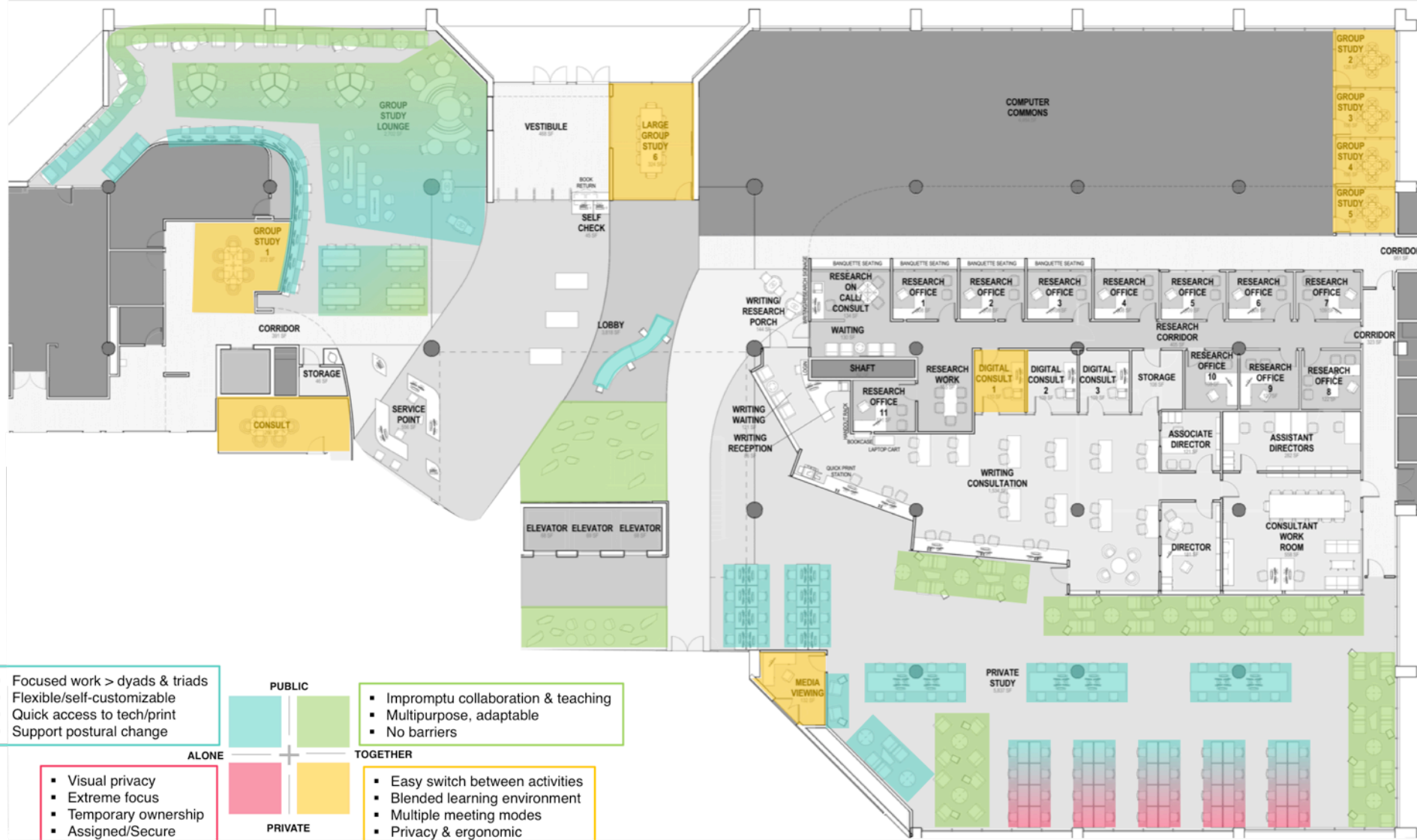
- Visual privacy
- Extreme focus
- Temporary ownership
- Assigned/Secure

- Easy switch between activities
- Blended learning environment
- Multiple meeting modes
- Privacy & ergonomic

Steelcase's Palette of Place Framework

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METHODS

QUESTIONNAIRES

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**In general, how satisfied or dissatisfied are you
with the following aspects of the Ekstrom Library?**

Recent physical changes/renovation

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QUALITATIVE RESPONSES

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RENOVATION SURVEY

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TELL US WHAT YOU THINK ABOUT THIS SPACE!

About how long did you spend in this spot?

- ☐ Less than an hour
- ☐ 1-2 hours
- ☐ 2-4 hours
- ☐ 4 or more hours

Please rate your satisfaction with the following:

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Group Study Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individual Study Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic/Noise Level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Furniture Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IMPROVED
LEARNING SPACES**

How well did this space work for:

	Very Well	Well	Neither	Poorly	Very Poorly
Enhancing Productivity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individual Study?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group Study?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaboration?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STUDENT SUCCESS

Please rate your satisfaction with the following:

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Visibility of Info Desks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting General Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting Technical Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding a Place to Study/Meet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visibility of Places to Study/Meet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spacing of Furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IMPROVED
SERVICES**

While using this space how likely were you to use one or more of the following services:

- ☐ Research Help
- ☐ Writing Help
- ☐ Tutoring/REACH Help
- ☐ Printing

**PERCEIVED VALUE
OF SERVICES**

How has the location influenced how often you use the following?

	Not at All	Slightly	Somewhat	Very Much	Extremely	N/A
Research Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutoring/REACH Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other thoughts about this space? Please leave feedback on the reverse.

DROP OFF SURVEY IN RED BOX IN LOBBY

RENOVATION SURVEY

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METHODS USAGE DATA



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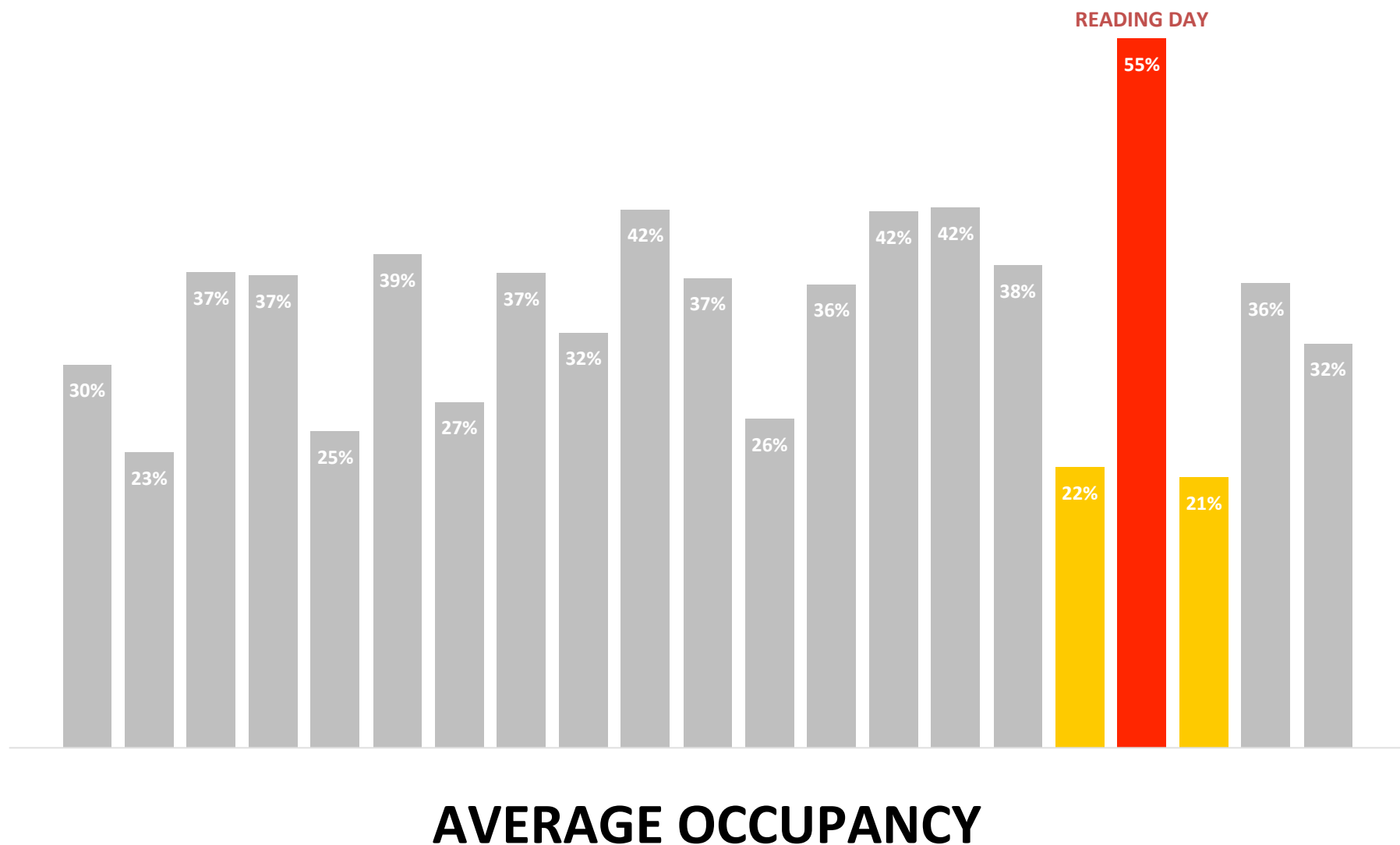


FINDINGS

OBSERVATIONS

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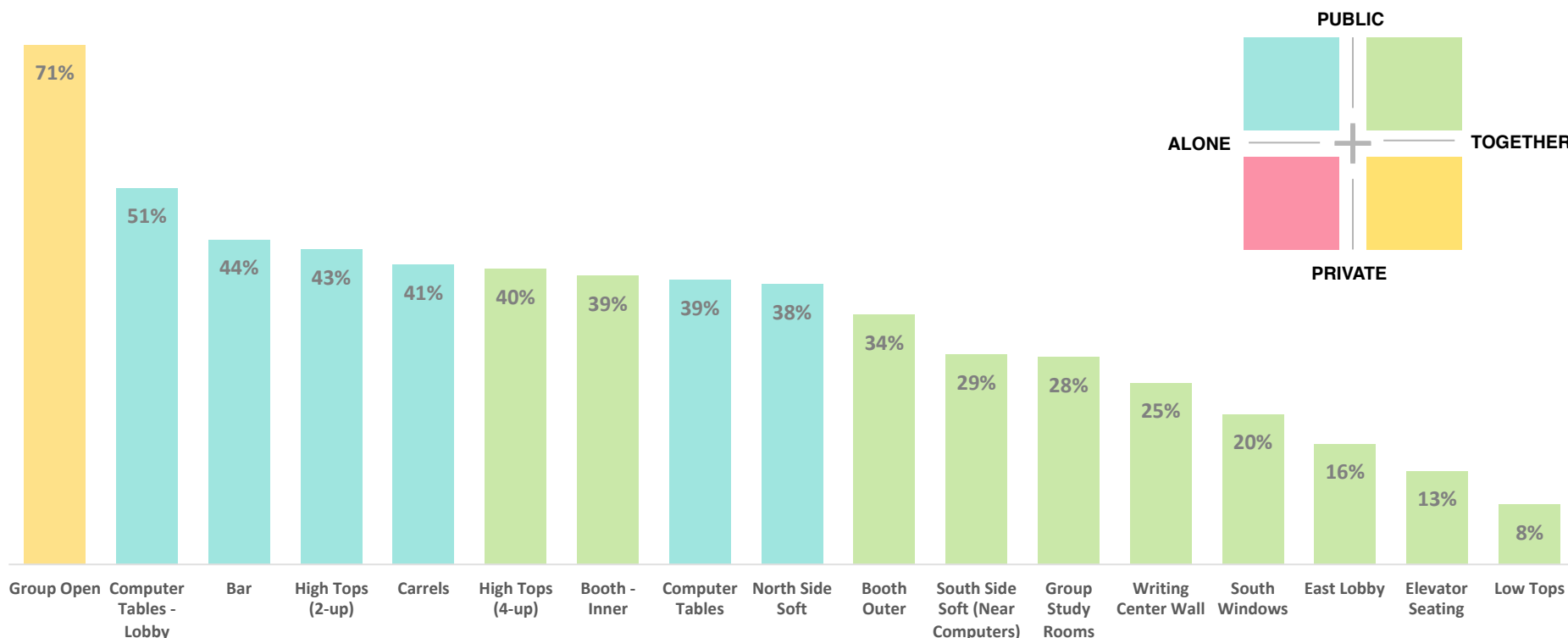
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% SPACE MISMATCH



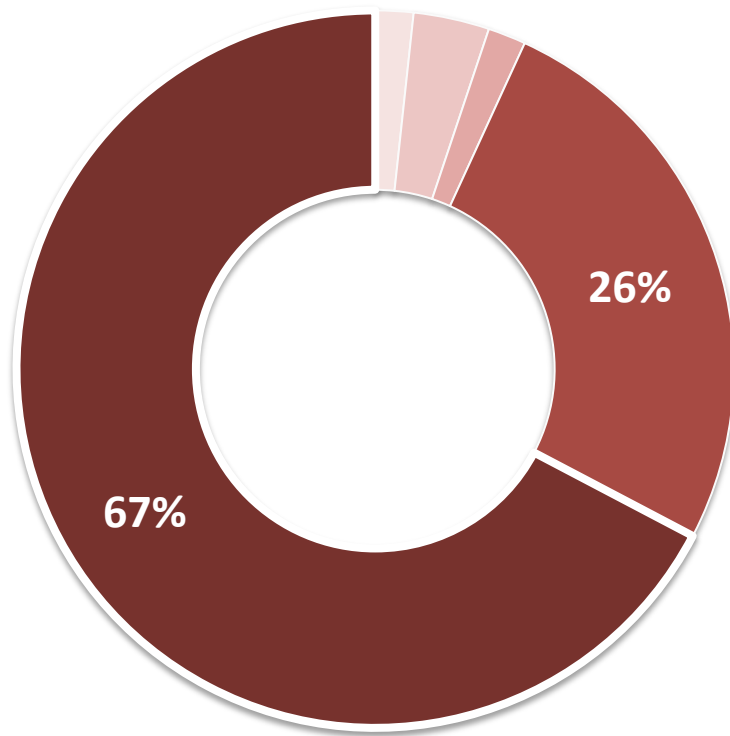
FINDINGS

QUESTIONNAIRES

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RECENT PHYSICAL CHANGES/RENOVATION SATISFACTION



- Very Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied Nor Dissatisfied
- Somewhat Satisfied
- Very Satisfied

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Improved Learning Spaces

SUCCESS

- 1 to 2 hours or more than 4 hours
- Individual study spaces

NOT CLEAR

- Technical Help

NOT QUITE THERE

- Traffic/noise levels

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Student Success

SUCCESS

- Enhanced productivity
- Individual study

NOT QUITE THERE

- Group study and collaboration

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Improved Services

SUCCESS

- Finding a place study/meet
- Visibility of info Desks
- Spacing of Furniture

NOT CLEAR

- Getting General Help
- Getting Technical Help

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Perceived Value of Services

SUCCESS

- Writing Center
- Printing Services

NOT QUITE THERE

- Increasing use of Reference Services & Tutoring

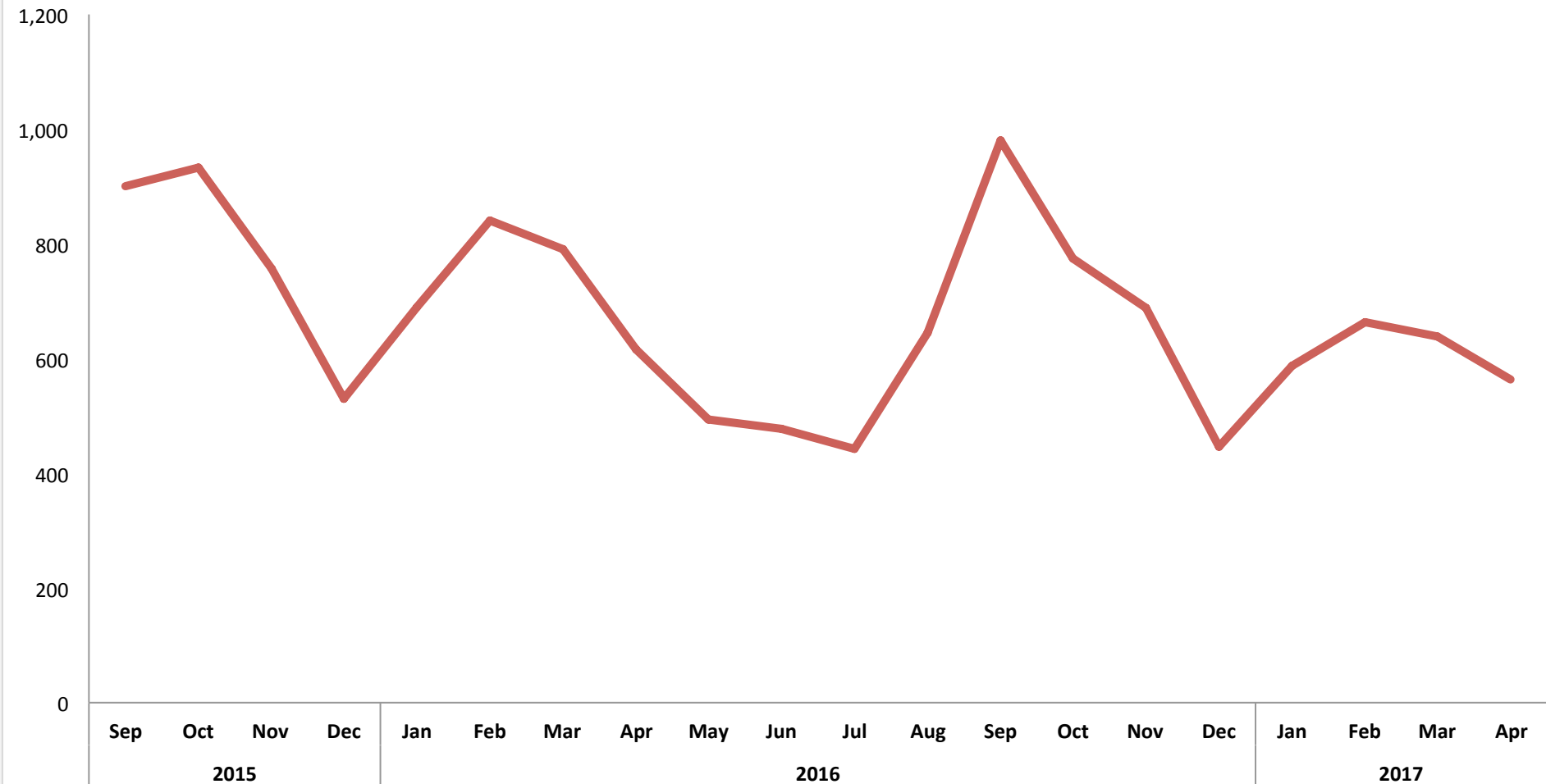
FINDINGS

USAGE DATA

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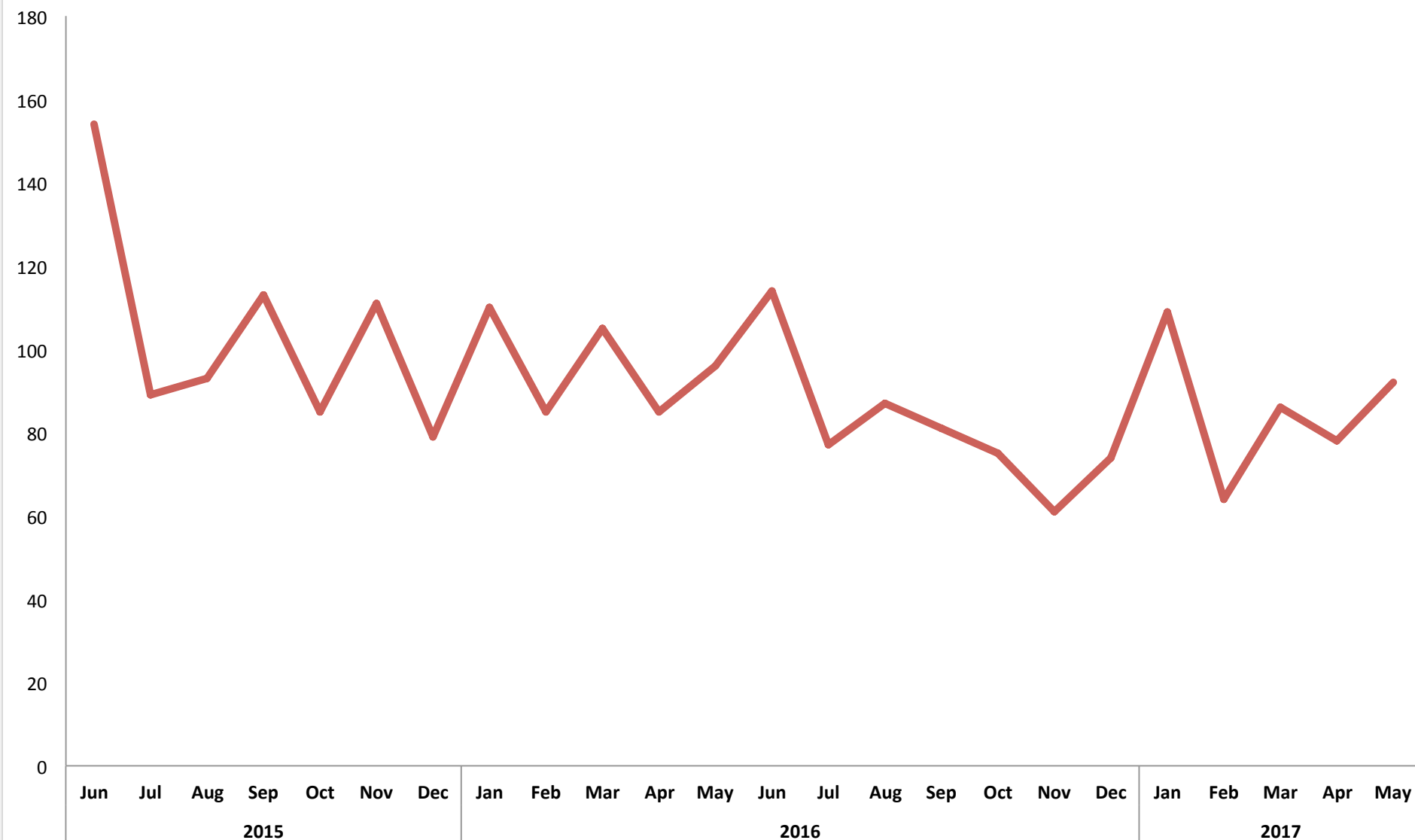
DVD USAGE



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BROWSING COLLECTION USAGE



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QUESTIONS

